

# **NEWS RELEASE**

## **MOTOR VEHICLE DIVISION**

### **STATE OF MONTANA**

**FOR RELEASE:** May 29, 2009

#### **Motor Vehicle Announces County Motor Vehicle Offices Closed Monday, Tuesday**

HELENA – The Montana Motor Vehicle Division (MVD) announced Friday that because of technical challenges with a new operating system they will not be providing walk-in service on Monday and Tuesday to customers at county motor vehicle offices across the state. The Title and Registration Bureau at Deer Lodge will also be closed.

The service disruption will allow MVD the opportunity to address significant technical issues that have occurred since full implementation of the Montana Enhanced Registration and Licensing Information Network (MERLIN) five weeks ago.

Online services, including vehicle re-registration, will still be available during the office closures.

"Anytime you undertake a major overhaul of an outdated computer system it's inevitable that you'll come across unexpected problems. This break will allow us to address those issues. Eventually, this system will greatly improve the services we provide," said Brenda Nordlund, administrator of the Motor Vehicle Division. "In the meantime, I'd like to personally thank Montana motorists, county treasurers and the MVD staff for their patience and understanding."

MERLIN, which was authorized by the 58<sup>th</sup> Montana Legislature, in 2003, will revolutionize the way vehicle and driver licensing services are provided in Montana, ultimately leading to vast improvements for Montana motorists, dealers, insurance companies, county officials and law enforcement.

The new system has been designed with significant input from the Motor Vehicle Division and representatives from county governments.

Since the project was authorized in 2003 there have been significant improvements to the services provided, many of which allow people to go 'online,' instead of having to get 'in line.' The improvements include:

- Online scheduling for drivers license appointments in select markets
- Vast improvements in financial accountability
- A decrease from 45 days to less than a week for new title turnaround
- Online re-registration of vehicles
- Streamlined temporary registration permits that allow a new car or truck owner to drive off a lot with a properly registered vehicle that is immediately recognized by law enforcement

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